



## Charles County Department of Emergency Services STANDARD OPERATING PROCEDURES

### Section 100 - Management & Administration

General Rules & Administration - 100.00		
S.O.P. # 100.17	<b>Accident / Injury Reporting &amp; Procedures</b>	PAGE: 1 OF 7
EFFECTIVE: 06-10-16	Approved: John Filer, Chief	
REVISED: 10-03-16	Approved: William Stephens, Director	

#### 100.17.01 Purpose

The purpose of this SOP is to establish policies and procedures for minimum reporting standards with regards to accidents, collisions, incidents, injuries and near misses.

#### 100.17.02 General

This SOP is an adjunct to numerous policies as outlined in the *Charles County Safety Manual*. Policies and procedures specific to occupational exposure of an employee are covered in the Department's *Infection Control Plan* (301.04).

#### 100.17.03 Definitions

The following definitions shall be used for the purpose of this SOP.

1. **Accident** - OSHA defines an accident as an undesired event that results in personal injury or property damage.
2. **Collision (Traffic)** - A traffic collision, also known as a motor vehicle collision (MVC), occurs when a vehicle collides or impacts with another vehicle, pedestrian, animal, road debris or other stationary obstruction, such as a tree, sign or utility pole. Traffic collisions may result in injury, death and or property damage.
3. **Incident** - An incident is an occurrence of an unusual event, apparently of minor significance. An incident in the context of health, safety and environment is the occurrence of any unintended event that disturbs normal operations. OSHA defines an incident as an unplanned, undesired event that adversely affects the completion of a task.
4. **Injury** - Damage, loss or harm to or suffered by a person or animal.
5. **Loss** - Damage or destruction of property or an asset.
6. **Near Miss** - OSHA defines a near miss as an incident in which no property was damaged and no personal injury was sustained, but where, given a slight shift in time or position, damage or injury easily could have occurred.
7. **Occupational Exposure (OSHA 1910.1030)** - Occupational exposure means reasonably anticipated skin, eye, mucous membrane, or parenteral contact with blood or other potentially infectious materials that may result from the performance of an employee's duties.



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8. **Sentinel Event** - A sentinel event as an unanticipated event in the work place resulting in death or serious physical or psychological injury to an employee or patient/s, not related to the natural course of duty or the patient's illness.

### 100.17.04 Policy

1. All accidents, incidents, injuries, near misses, occupational exposures and sentinel events require reporting.
2. Reporting and associated paperwork shall be completed prior to the end of the employee and or supervisor's shift.
3. Accidents, incidents and sentinel events that result in injury, death, and or property damage require immediate reporting.
4. Traffic collisions, regardless of injury require immediate reporting and notification via phone call to the County Safety Officer. Common road hazard incidents such as nails and chipped windshields require reporting however, are exempt from immediate notification.
5. Accidents or incidents that result in property or asset loss in excess of \$250 are included in the required reporting criteria.
6. Reporting should be submitted in an electronic format. If an electronic reporting format is not available, hand written documents need to be legible.
7. Texting is not an appropriate form of reporting and will not be accepted.
8. When completing an *Incident Report Form (IRF)*, each reporting employee is responsible for the completion and submission of their own form.
9. Reporting should never take precedence over the delivery of immediate medical care or life safety operations.

### 100.17.05 Procedures Matrix

#### 1. Work Related Incident Reporting

Reporting Employee	Supervisor	Command & Admin Staff
Employee notifies supervisor of incident via email or phone call or employee is notified of reporting need by supervisor.	Supervisor is notified of incident by the employee or is made aware of an incident and has employee complete an IRF.	Command staff will review the items forwarded and formulate a plan of action with persons or parties as needed.
Each employee completes an Incident Report Form.	Once received, the Supervisor reviews the IRF and performs an assessment.	Customer service or patient care matters will be forwarded to Quality Assurance for review and action.
	After a review, the Supervisor will take corrective action/s and remediate if needed.	If no further action is required then all paperwork will be filed and feedback delivered if needed.
	If action requires additional levels of review, the Supervisor will forward the event up the chain with their recommended course of action.	
	Feedback delivered if needed.	



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### 2. Incident or Accident with Damage or Loss Reporting

Reporting Employee	Supervisor	Command & Admin Staff
Employee notifies supervisor of incident via email or phone call or employee is notified of reporting need by supervisor.	Supervisor is notified of incident by the employee or is made aware of an incident and has employee complete an IRF.	Command staff will review the items forwarded and formulate a plan of action with persons or parties as needed.
Each employee completes an Incident Report Form.	Once received, the Supervisor reviews the IRF and performs an assessment.	All incidents resulting in damage and/or loss exceeding \$250 will receive a Standards and Safety review.
	After a review, the Supervisor will take corrective action/s and remediate if needed.	If no further action is required then all paperwork will be filed and feedback delivered if needed.
	The Supervisor will then take photos if necessary and document the incident using the <i>Property Damage-Loss Forms</i> .	
	Minor damage or loss reporting documents will be forwarded to Command & Admin Staff.	
	Major damage or loss reporting documents will be forwarded to Command & Admin Staff as well as the County Risk Manager and the County Safety Officer.	
	Feedback delivered if needed.	

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### 3. Incident or Accident with Injury Reporting

Reporting Employee	Supervisor	Command & Admin Staff
Employee notifies supervisor of incident via email or phone call or employee is notified of reporting need by supervisor.	Supervisor is notified of incident by the employee or is made aware of an incident and has employee complete an IRF. <b>This process may be completed during or after medical care has been delivered.</b>	Command staff will review the items forwarded and formulate a plan of action with persons or parties as needed.
Each employee completes an Incident Report Form. <b>This process may be completed during or after medical care has been delivered.</b>	Once received, the Supervisor reviews the IRF and performs an assessment.	All incidents resulting in injury will receive a Standards and Safety review and investigation.
	After a review, the Supervisor will take corrective action/s and remediate if needed.	Results of the investigation will be discussed with involved parties and corrective action/s taken as needed.
	The Supervisor will then take photos if necessary and document the incident using the <i>Personal Injury Forms</i> .	If no further action is required then all paperwork will be filed and feedback delivered if needed.
	Injury reporting documents will be forwarded to Command & Admin Staff as well as the County Risk Manager and the County Safety Officer.	
	Feedback delivered if needed.	

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### 4. Traffic Collision with Damage or Loss and No Injuries

Reporting Employee	Supervisor	Command & Admin Staff
Employee notifies supervisor of incident via email or phone call or employee is notified of reporting need by supervisor.	Supervisor is notified of incident by the employee or is made aware of an incident and has employee complete an IRF.	Command staff will review the items forwarded and formulate a plan of action with persons or parties as needed.
Each employee completes an Incident Report Form.	Once received, the Supervisor reviews the IRF, contacts Law Enforcement and performs an assessment.	All incidents resulting in damage and/or loss exceeding \$250 will receive a Standards and Safety review.
	After a review, the Supervisor will take corrective action/s and remediate if needed.	Results of the investigation will be discussed with involved parties and corrective action/s taken as needed.
	The Supervisor will then take photos if necessary and document the incident using the <i>Vehicle Accident with No Injury Forms</i> .	If no further action is required then all paperwork will be filed and feedback delivered if needed.
	Traffic incident reporting documents and police report will be forwarded to Command & Admin Staff as well as the County Risk Manager and the County Safety Officer.	
	Feedback delivered if needed.	

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### 5. Traffic Collision with Damage or Loss and Injuries

Reporting Employee	Supervisor	Command & Admin Staff
Employee notifies supervisor of incident via email or phone call or employee is notified of reporting need by supervisor.	Supervisor is notified of incident by the employee or is made aware of an incident and has employee complete an IRF. <b>This process may be completed during or after medical care has been delivered.</b>	Command staff will review the items forwarded and formulate a plan of action with persons or parties as needed.
Each employee completes an Incident Report Form. <b>This process may be completed during or after medical care has been delivered.</b>	Once received, the Supervisor reviews the IRF, contacts Law Enforcement and performs an assessment.	All incidents resulting in injury will receive a Standards and Safety review and investigation.
	After a review, the Supervisor will take corrective action/s and remediate if needed.	Results of the investigation will be discussed with involved parties and corrective action/s taken as needed.
	The Supervisor will then take photos if necessary and document the incident using the <i>Vehicle Accident with Personal Injury Forms</i> .	If no further action is required then all paperwork will be filed and feedback delivered if needed.
	Traffic incident, injury reporting documents and police report will be forwarded to Command & Admin Staff as well as the County Risk Manager and the County Safety Officer.	
	Feedback delivered if needed.	

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### 6. Near Miss Reporting

Reporting Employee	Supervisor	Command & Admin Staff
Employee notifies supervisor of incident via email or phone call or employee is notified of reporting need by supervisor.	Supervisor is notified of incident by the employee or is made aware of an incident and has employee complete an IRF.	Command staff will review the items forwarded and formulate a plan of action with persons or parties as needed.
Each employee completes an Incident Report Form.	Once received, the Supervisor reviews the IRF and performs an assessment.	Customer service or patient care matters will be forwarded to Quality Assurance for review and action. Safety and risk related incidents will be reviewed by Standards and Safety.
	After a review, the Supervisor will take corrective action/s and remediate if needed.	If no further action is required then all paperwork will be filed and feedback delivered if needed.
	If action requires additional levels of review, the Supervisor will forward the event up the chain with their recommended course of action.	
	Feedback delivered if needed.	

### 7. Occupational Exposure

Occupational exposure events should be reported and handled in accordance with section *301.00 Infection Control*, sub-sections *301.02 - Post Exposure Policy and Procedures* and *301.04 - Infection Control Plan* of the Standard Operating Procedures.

### 8. Sentinel Event

Sentinel events shall be immediately reported by phone to Command Staff via the appropriate chain of command. Depending on circumstances, it is the responsibility of the first line supervisor to mitigate the immediate risk and insure life safety and mission critical tasks and measures are stabilized. Also dependent upon the circumstances, it is the responsibility of Command Staff to respond appropriately, make additional notifications as needed and provide resources adequate to mitigate and remediate the event.